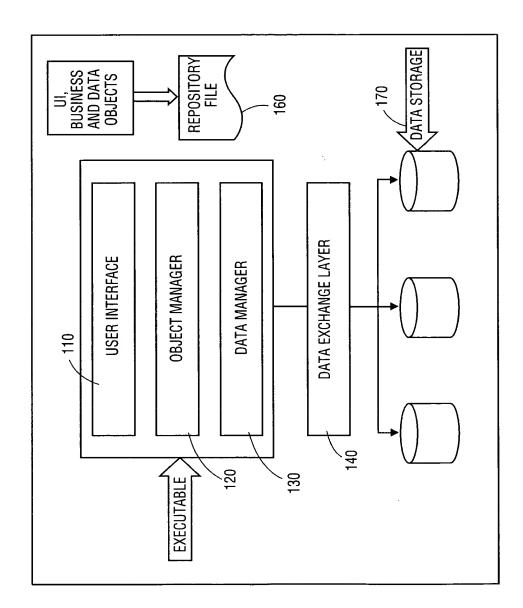
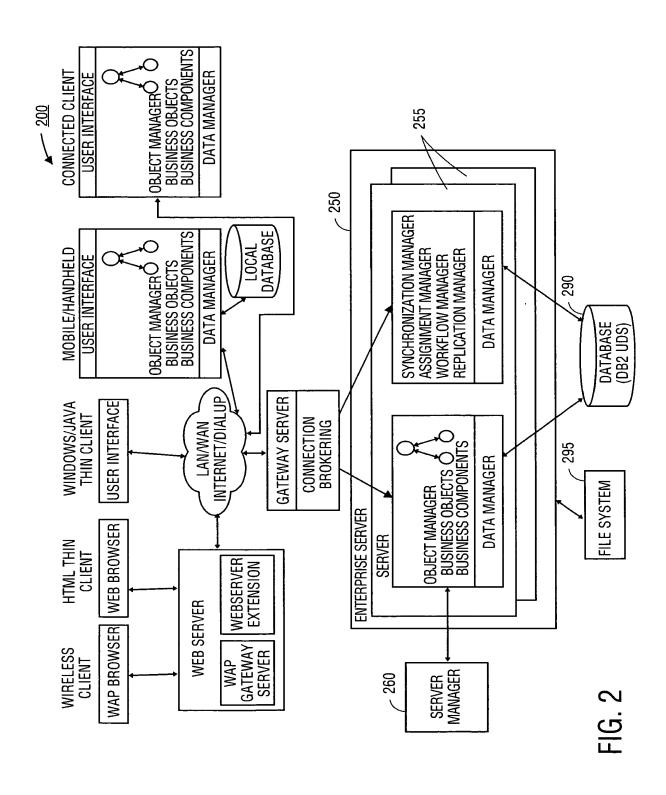


7 100

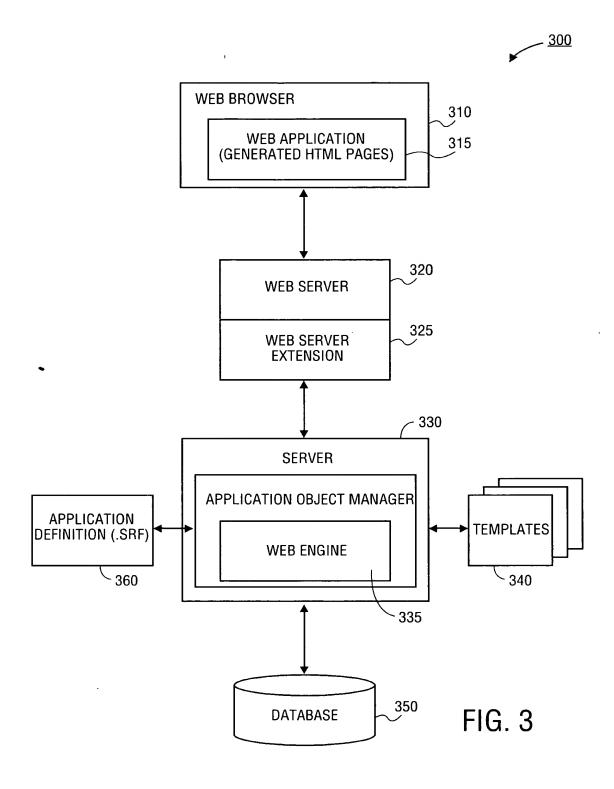














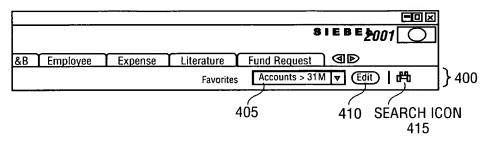


FIG. 4

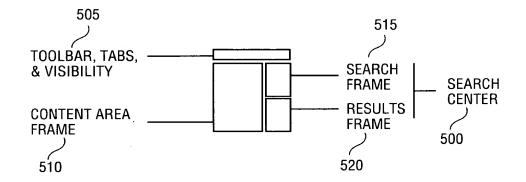


FIG. 5



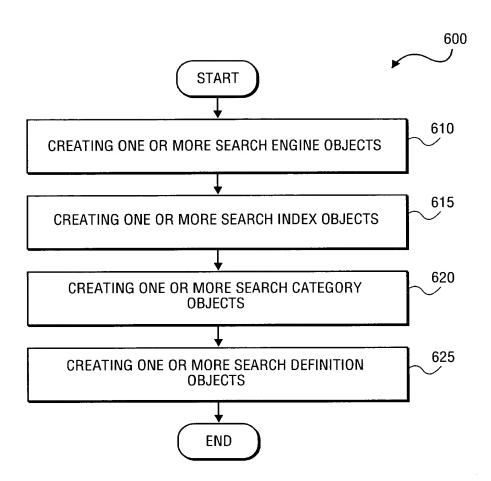


FIG. 6



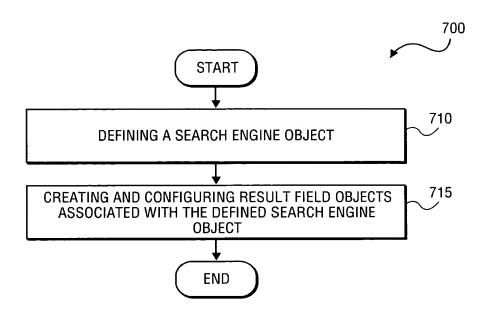


FIG. 7

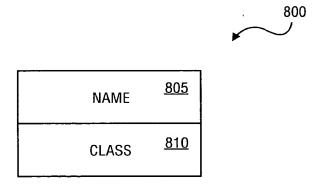


FIG. 8





| COLUMN NAME | <u>905</u> |
|----------------------------------|------------|
| CREATE COLUMN FLAG (OPTIONAL) | <u>910</u> |
| DATA TYPE (OPTIONAL) | <u>915</u> |
| INDEX MODE (OPTIONAL) | 920 |
| NAME | <u>925</u> |
| TEXT LENGTH (OPTIONAL) | 930 |
| TYPE | <u>935</u> |

FIG. 9



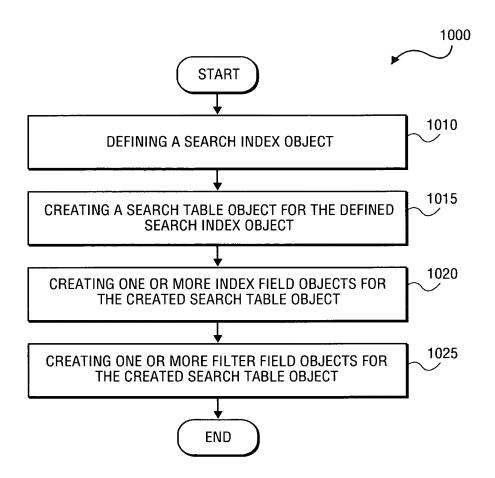


FIG. 10



| | | 1100 |
|-----------------------------|-------------|------|
| NAME | <u>1105</u> | |
| INDEX BUSINESS COMPONENT | <u>1110</u> | |
| DATABASE TABLE FLA | G 1115 | · |

FIG. 11

| | | 1200 |
|------------|-------------|------|
| TABLE NAME | <u>1205</u> | |
| ENGINE | <u>1210</u> | |

FIG. 12

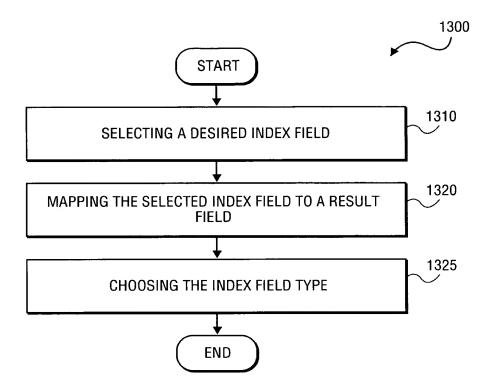


FIG. 13



1400

| BUSINESS COMPONENT FIELD | <u>1410</u> |
|--------------------------------|-------------|
| RESULT FIELD (OPTIONAL) | <u>1415</u> |
| INDEX FIELD TYPE (OPTIONAL) | <u>1420</u> |
| SEQUENCE | <u>1425</u> |

FIG. 14A

1450

| NAME | <u>1455</u> |
|---------------------------|-------------|
| COLUMN NAME | <u>1460</u> |
| DATA TYPE (OPTIONAL) | <u>1465</u> |
| INDEX MODE (OPTIONAL) | <u>1470</u> |
| SEQUENCE | <u>1475</u> |
| TEXT LENGTH (OPTIONAL) | 1480 |

FIG. 14B



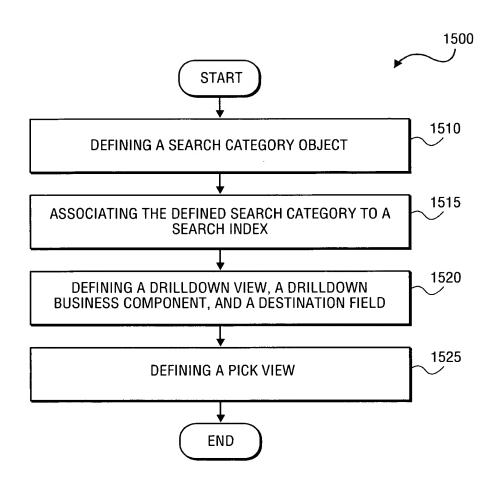


FIG. 15



| | | 1600 |
|--|-------------|------|
| NAME | <u>1605</u> | |
| SEARCH INDEX | <u>1610</u> | |
| DRILLDOWN BUSINESS COMPONENT (OPTIONAL) | <u>1615</u> | |
| DRILLDOWN VIEW (OPTIONAL) | <u>1620</u> | |
| RESULT IDENTIFIER (OPTIONAL) | <u>1625</u> | |

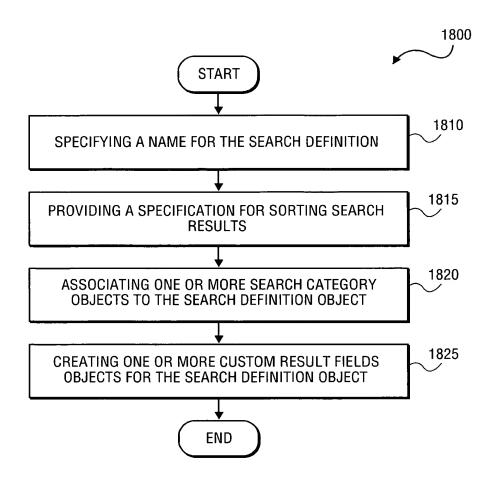
FIG. 16



| | | 1700 |
|---------------------------------|-------------|------|
| APPLET | <u>1705</u> | |
| VIEW | <u>1710</u> | |
| NAME | <u>1715</u> | |
| DESTINATION FIELD (OPTIONAL) | <u>1720</u> | |

FIG. 17





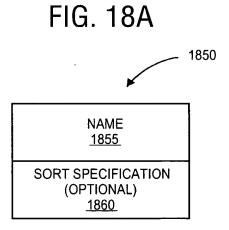


FIG. 18B



| · | | 1900 |
|---|-------------------|------|
| NAME | <u>1905</u> | |
| DISPLAY NAME | <u>1910</u> | , |
| FILTER SEARCH SPECIFICATI (OPTIONAL) | ON <u>1915</u> | |
| USE FILTERED SEARCH (OPTIONAL) | <u>1920</u> | |
| SEQUENCE (OPTIONAL) | <u>1925</u> | |

FIG. 19





| DISPLAY NAME (OPTIONAL) DISPLAY FORMAT (OPTIONAL) NAME 2015 SCALING FACTOR (OPTIONAL) SEQUENCE 2025 TEXT ALIGNMENT (OPTIONAL) USE IN SEARCH (OPTIONAL) VISIBLE (OPTIONAL) WIDTH (OPTIONAL) WIDTH (OPTIONAL) | | |
|--|-------------|-------------|
| (OPTIONAL) NAME 2015 SCALING FACTOR (OPTIONAL) SEQUENCE TEXT ALIGNMENT (OPTIONAL) USE IN SEARCH (OPTIONAL) VISIBLE (OPTIONAL) WIDTH 2040 | | <u>2005</u> |
| SCALING FACTOR (OPTIONAL) SEQUENCE TEXT ALIGNMENT (OPTIONAL) USE IN SEARCH (OPTIONAL) VISIBLE (OPTIONAL) WIDTH 2045 | | 2010 |
| (OPTIONAL) SEQUENCE TEXT ALIGNMENT (OPTIONAL) USE IN SEARCH (OPTIONAL) VISIBLE (OPTIONAL) WIDTH 2045 | NAME | <u>2015</u> |
| TEXT ALIGNMENT (OPTIONAL) USE IN SEARCH (OPTIONAL) VISIBLE (OPTIONAL) WIDTH 2045 | 007.= | 2020 |
| (OPTIONAL) USE IN SEARCH 2035 (OPTIONAL) VISIBLE (OPTIONAL) WIDTH 2045 | SEQUENCE | 2025 |
| (OPTIONAL) VISIBLE 2040 (OPTIONAL) WIDTH 2045 | | 2030 |
| (OPTIONAL) WIDTH 2045 | + + = + = + | 2035 |
| <u>2040</u> | - | 2040 |
| | | 2045 |

FIG. 20



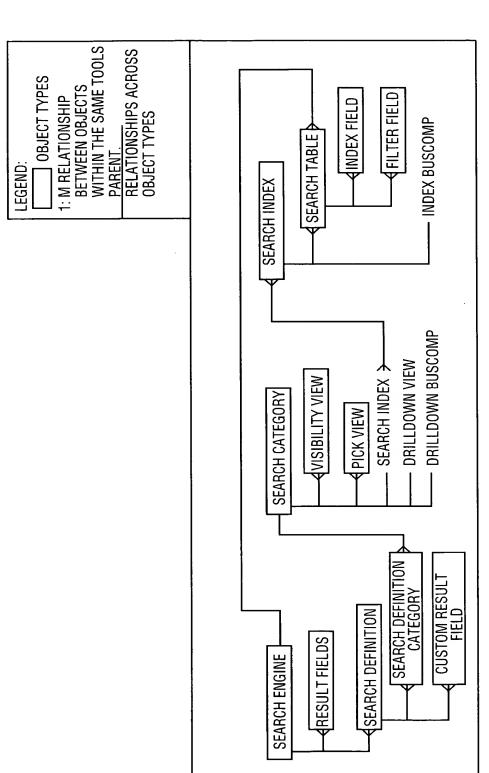


FIG. 21



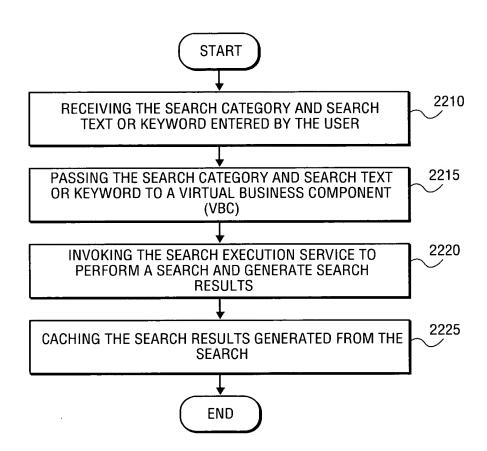
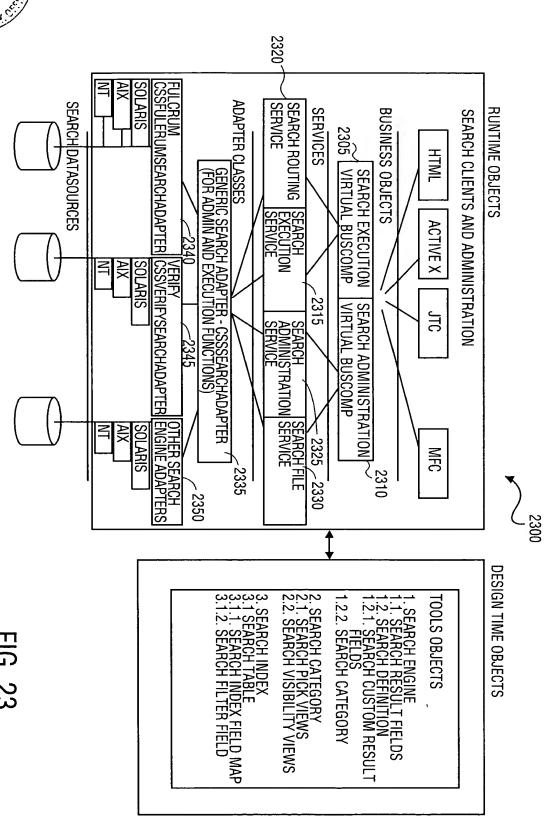


FIG. 22







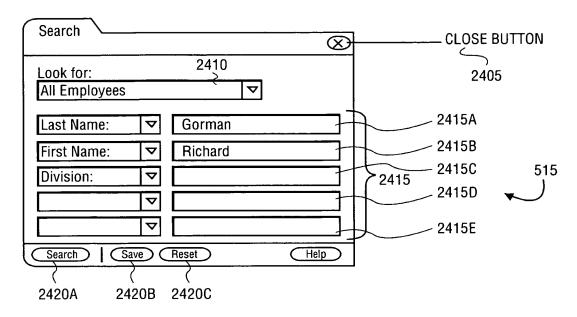


FIG. 24

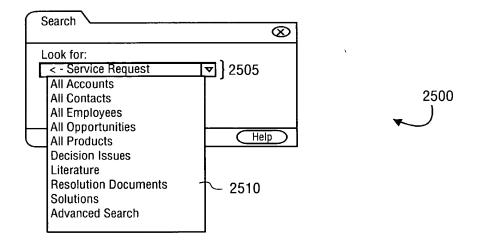


FIG. 25

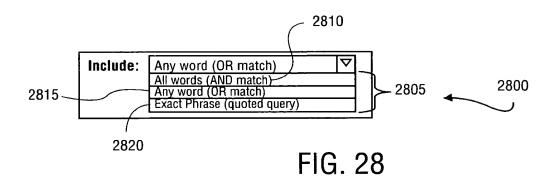


| | e Sie | el Siebel Service 7.0 | | | | × 0= | |
|------|---------------------------------------|--|---|--|----------------------------|-------------|--------------|
| | Û | | | | | SIEBE \$001 | 092 |
| | \ \ | Service Activities Category | Contacts Correspondence | Decision Issues D&B Employee Expense | e Literature Find Request | quest | |
| (| ڐ | File View Help Show My Service Requests | e Requests 🔻 | | Favorites Accounts > \$1W | / 🔻 Edit 🛱 | |
| 2605 | | Service = My Service Requests > Activity Plans | tivity Plans | | | | |
| 2007 | | Service Regulest | | | | | - 2405 |
| | | | 1 of 2 | | Searcii | 8 | |
| | | SR#: | Last Name: | Data Opened: | Look for: All Employees | <u> </u> | |
| | | References: | First Name: | Current Time | All Employees | Corman | |
| | | Account: | Primary Phone #: | Sources: | | Richard | |
| | · · · · · · · · · · · · · · · · · · · | Siles: | Email: | 2615 | Division: | | 2610 |
| | | | | | Þ | | |
| | <u> </u> | (ID Activities Attachments | Solutions Related Sites Invoices Ac | Activity Plans Orders Customers | | | <u> </u> |
| | | ■ New 個 1 of 3 of 3 | f3 | | Search Save Reset | Reset Help | (|
| | | Name 🛡 | Summary | Data Open | Allowed | | |
| | | ♣ Hard Drive Failure | 24-2346, Hard Drive Failure | 06/10/2000 | CB CB 1636f3 | 1013 | |
| | | Server Service Process | 2-1CU, Server Service Process | 06/29/2000 | | First name | |
| | | Tech Support Call | 26-234A, Tech Support Call | 07/08/2000 | ◆ Gorman | Richard | \rangle 2620 |
| | | · > | | | Gorman | Richard | |
| | | SS _ | | | Gorman | Richard | |
| | | New @ 1013013 | | | | | _ |
| | | Priority | | Descriptions | | | |
| | _ | :2-high | | peripheral utility and inspections. | | | |
| | _ | Assessment :2-high Done | ne Cost Repair | | | | FIG 26 |
| | ₹ | | | 4 | ▼ | 4 | 12.70 |
| | | | | | | | 1 |



| | -2710 | . 2730 | FIG. 27 |
|--|--|--|-----------------------------|
| SIEBE\$001 | 2720 Puests 2715 Search CREE CREE CREE CREE CREE CREE CREE CRE | 1 to 8 of 12 | |
| avorites Accour | Look for: Advanced Advanced Serving Se | | |
| Siebel Service 7.0 Siebel Service 7.0 Service Activities Contacts Correspondence Decision Issues D&B Employee Expense Service Activities Service Requests The View Help Show My Service Requests The Service Request The Service Request The Service Request The Th | Edity (a) Data Opened: Last Name: | ive Failure Service Process pport Call | tt :2-high Done Gost Repair |
| A Service Request | SR #: Raferances: Account: Sites: Sites: Table Activities Activities Name Name Name | Server Se | Assessment |





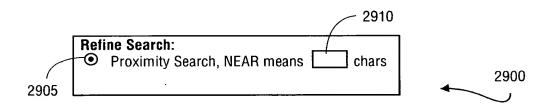


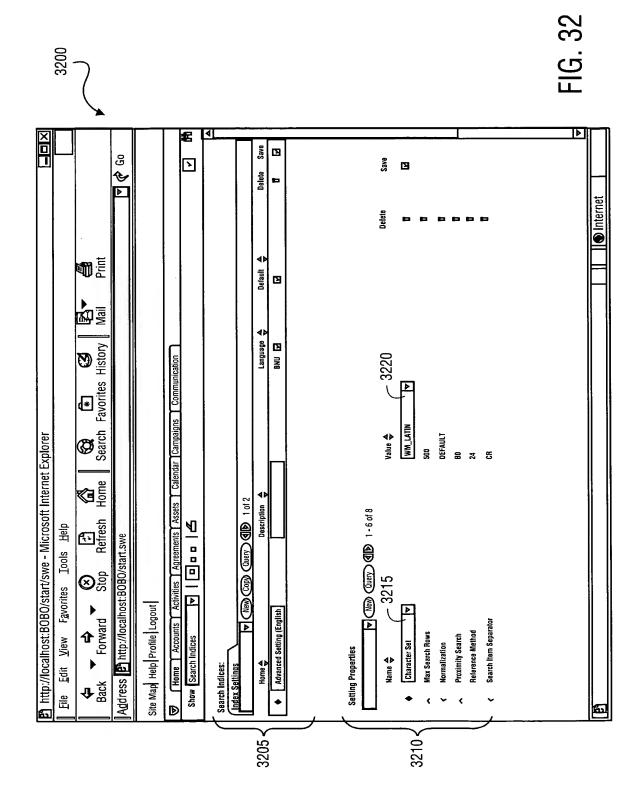
FIG. 29

X E × Save [2] 2 [2] [2] 1 凶 Þ Delete | Home | Accounts | Activities | Agreements | Assets | Calendar | Campaigns | Communication | Contacts | Decision Issues | Operations | Search Indices | ▼ Site Mag Help Profile Logouth 15 Records indexed 1 Records Not Ignored 205 Records indexed O Records Not Ignored 45 Records indexed O Records Not Ignored 8 Records indexed 4 Records Not Ignored 5 Records indexed 4 Records Not Ignored 173 Records indexed O Records Not Ignored Index Status Address 📵 http://smqalin142/callcenter.start.swe WSWCALN1420Wled\search_doc# Language 💠 BNO External Location Exists 7 7 7 7 S 2 6 Search Favorites & History 2 6 12 FUL_EXTDOC FUL_PROD FUL_AUCT FUL_DEC FUL_CAT FULLIT el http://smqalin142/callcenter/start.swe - Microsoft Internet Explorer (ST) (Index) (Refresh All) | C > No Records Description Catalog Catgory Winner Product Index Buscomp Decision Issue Auction detail Sales Tool 1012 Edit View Go Query Help Edit View Favorites Iools Help Index Settings Resolution Documents Catalog Category Default Setting Decision Issue Show Search Indices Auction Item Document Literature Нотеф Product Search Indices: **₽** Back 肥 Ð 3005 A 3010人

3000

FIG. 31







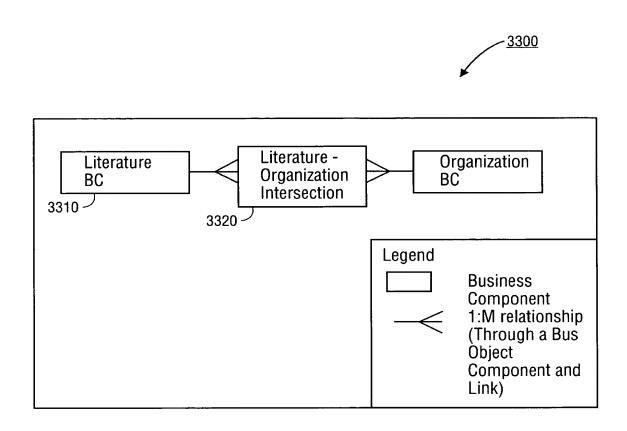
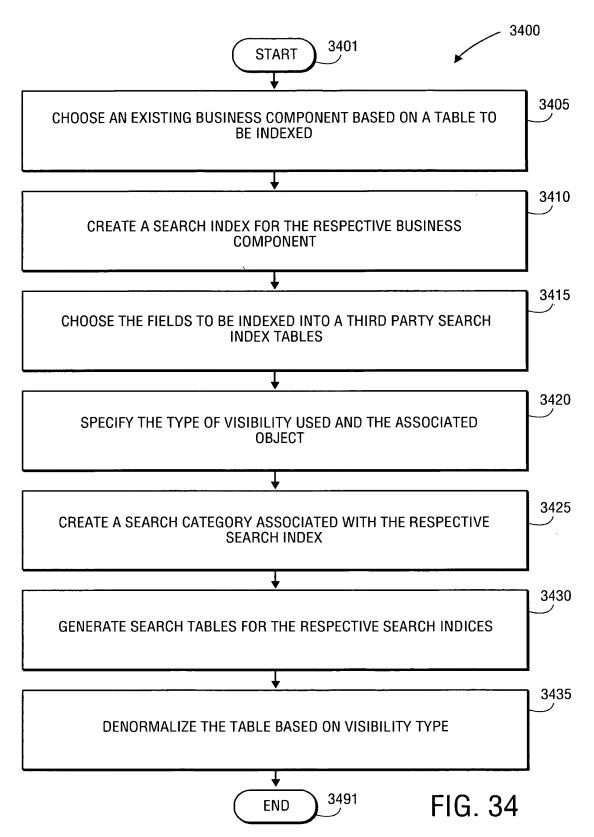
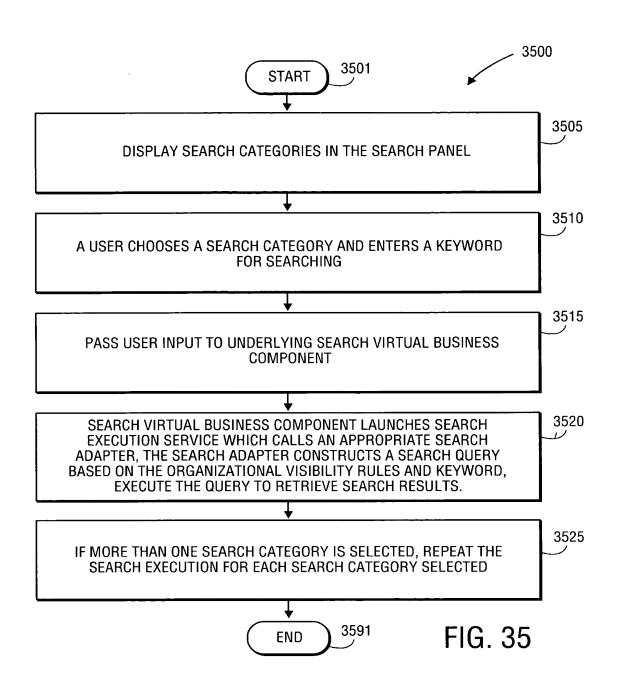


FIG. 33

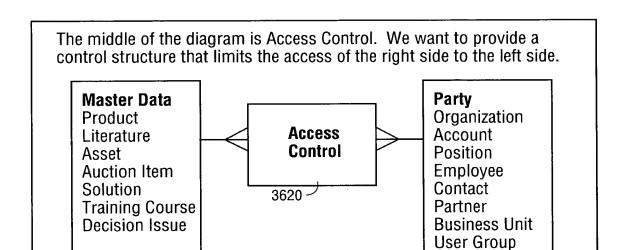












3610-

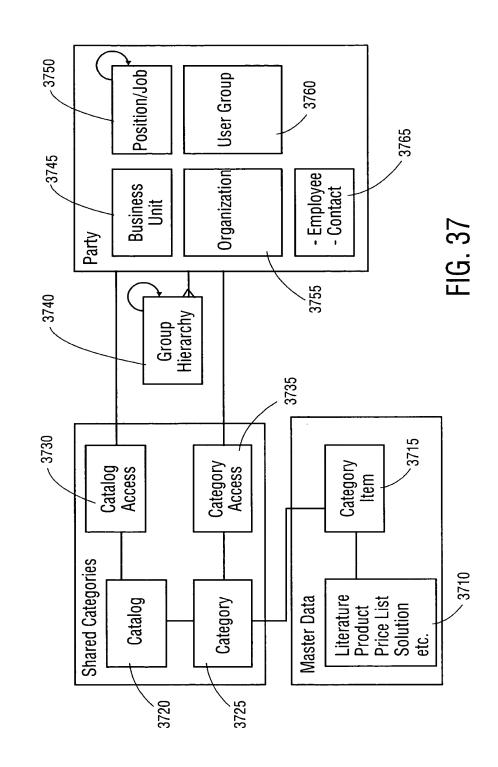
3600

FIG. 36

3630 -



<u> 3700</u>





<u> 3800</u>

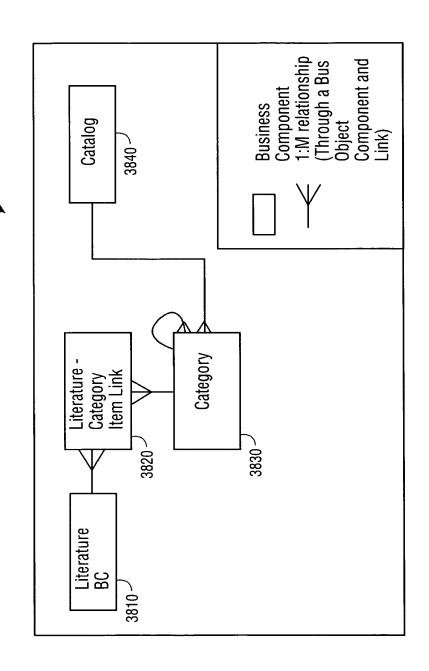


FIG. 38



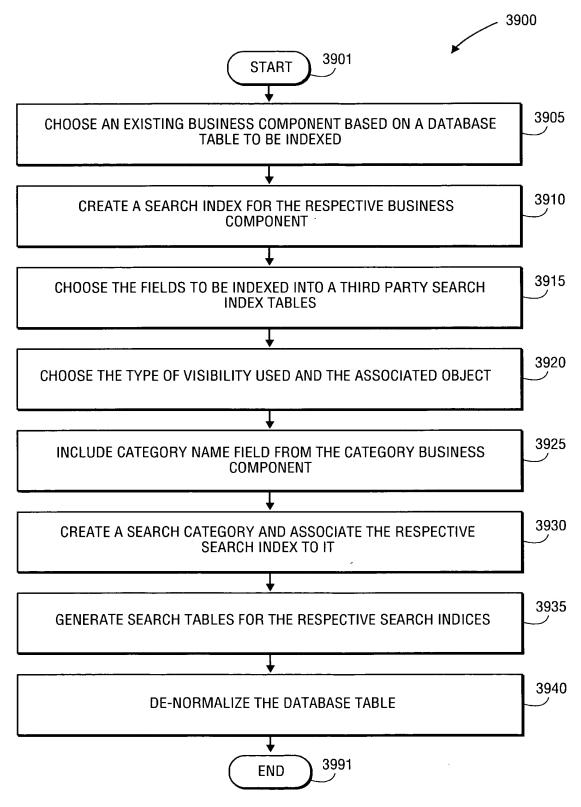


FIG. 39



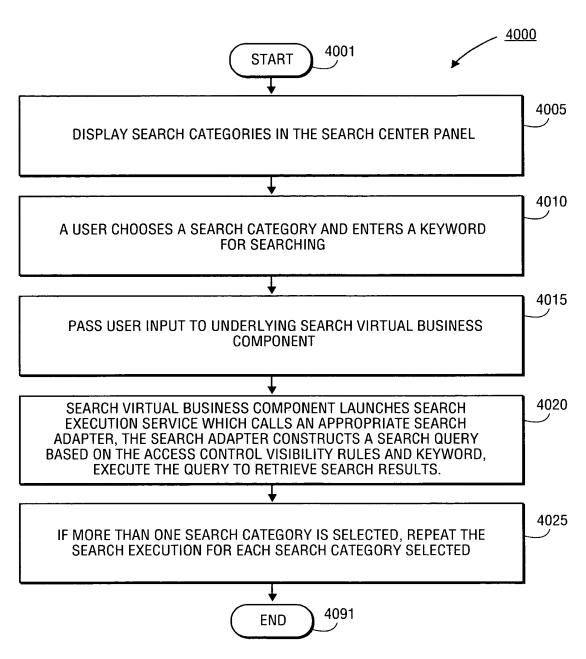
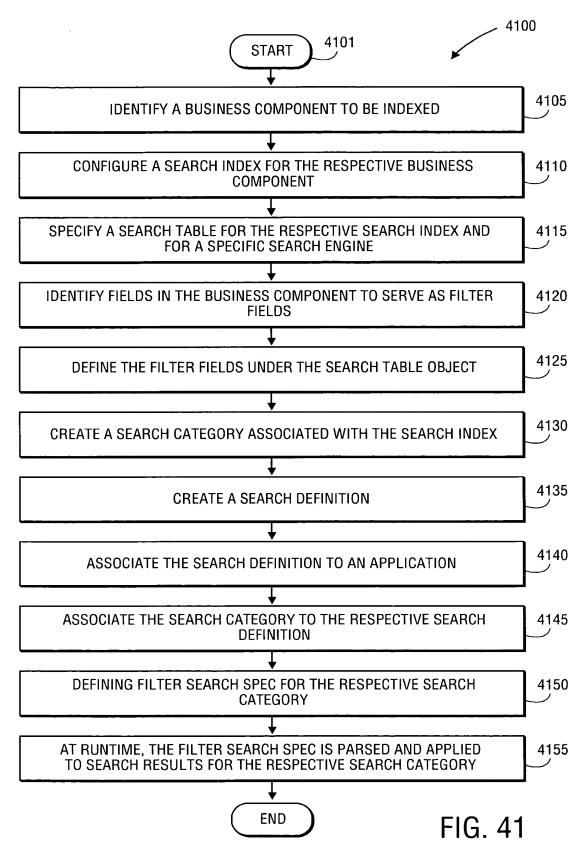


FIG. 40







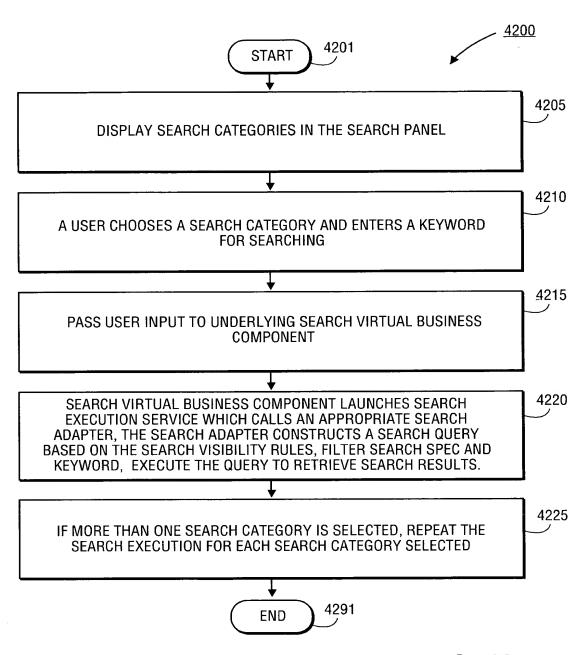


FIG. 42



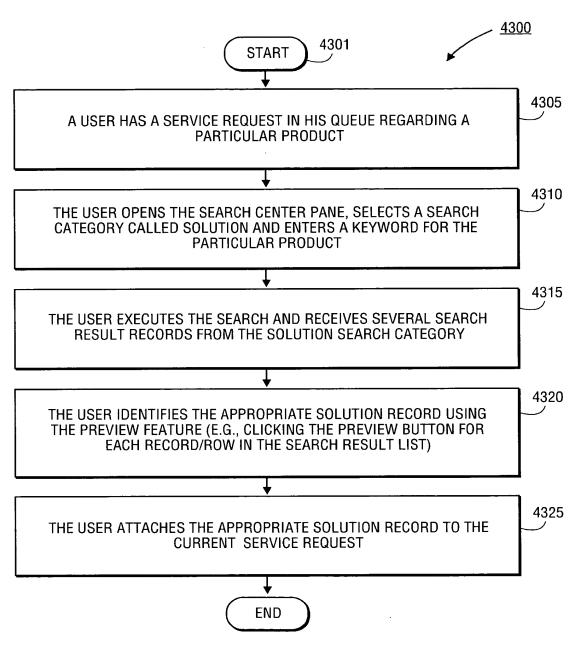
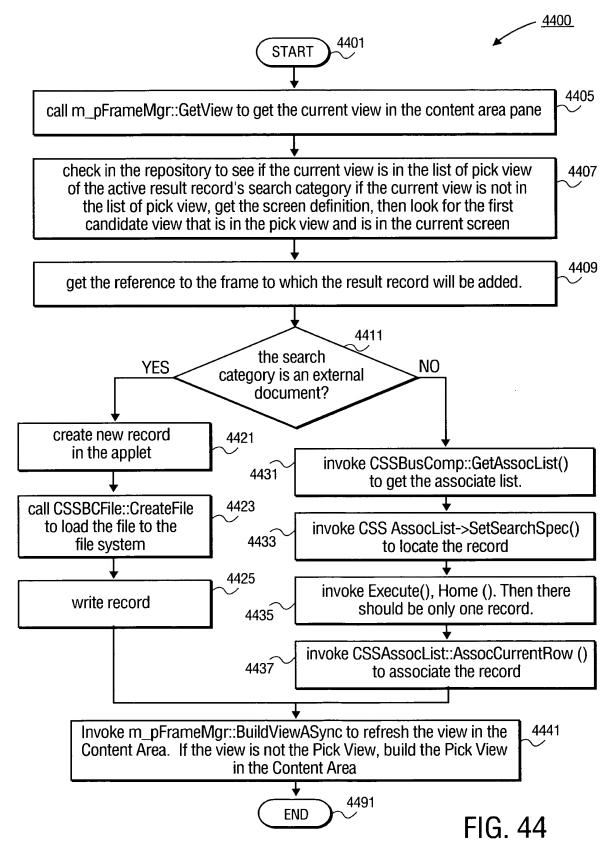


FIG. 43







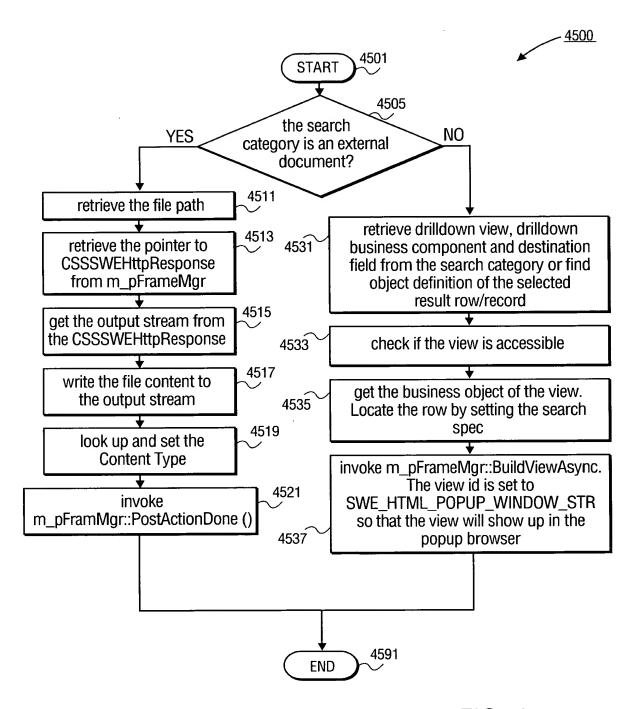


FIG. 45



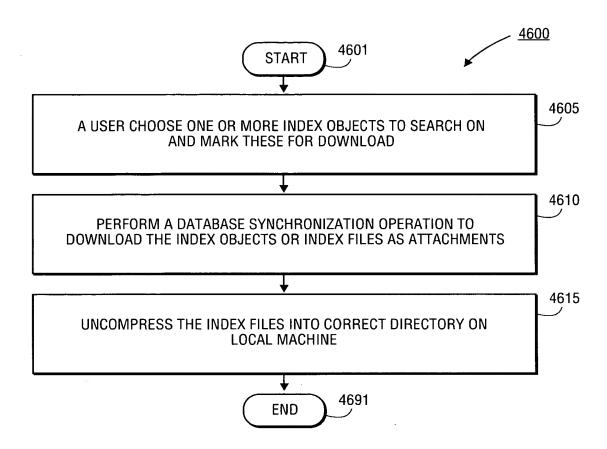


FIG. 46



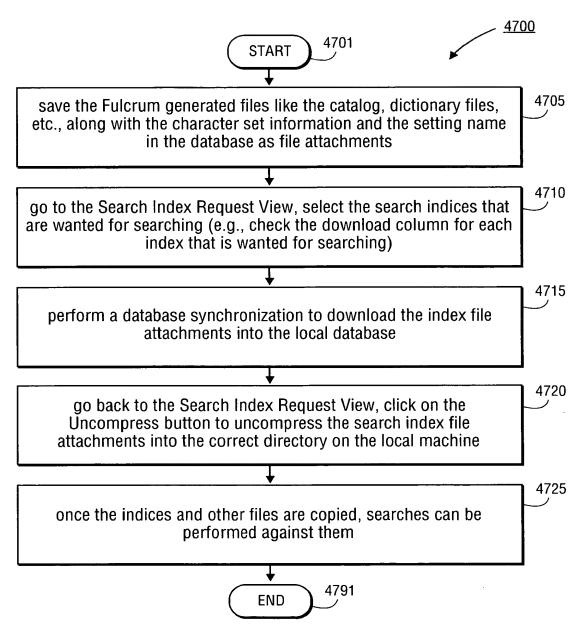
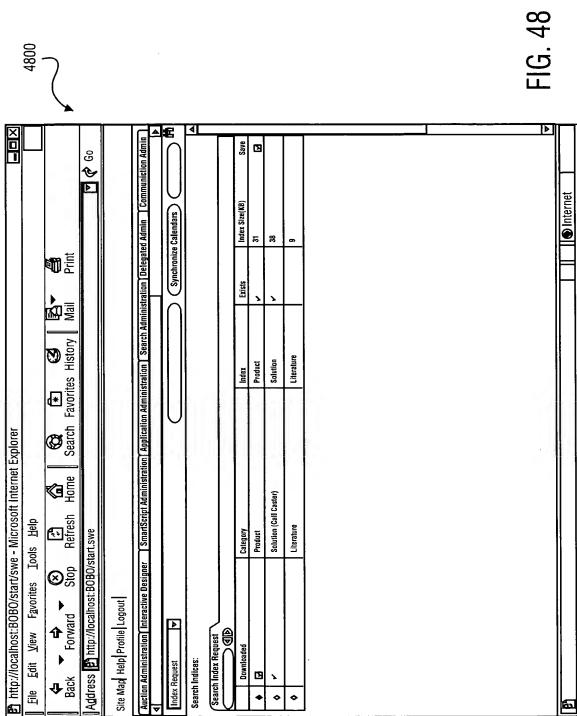


FIG. 47







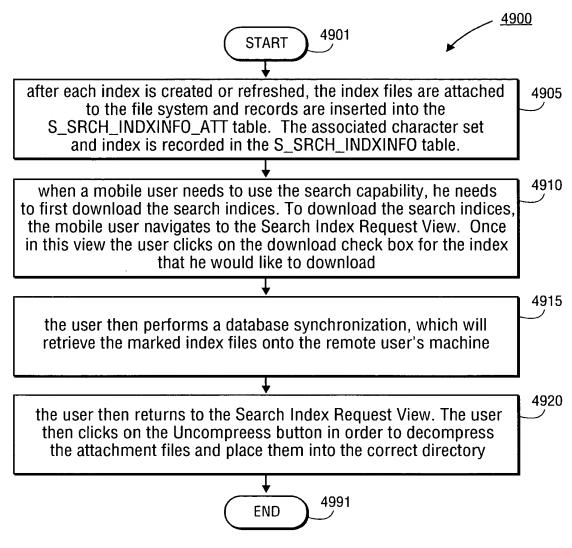


FIG. 49

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